



**State of Utah**

**Product Description**

**Product Number: 4233.01.15**

## **DATABASE / REPORTING APPLICATIONS**

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The Department of Financial Institutions (DFI) has developed and maintained in-house a number of agency unique database / reporting applications. These applications are built upon Microsoft's Office Suite (Access, Excel, & Word) and utilize visual basic programming to automate various tasks and incorporate data from Federal and State data repositories.

The hours of support required for Database / Reporting Applications are listed below.

Application	Support Hours	Days of Week
Database / Reporting Applications	8:00am - 5:00pm	Monday - Friday

### **Product Features and Descriptions**

Feature	Description
Credit Union Exam Workbook (CUEW)	Application used for credit union examination analysis and reporting. Integrates data from the National Credit Union Association.
Annual Fee Invoicing	Application used to calculate and produce annual billing invoices.
Annual Report	Combination Excel workbook and Word document used to produce the agency's annual report to the Governor.
Call Report Data Summary Report	Application used to produce quarterly summary reports of financial (call report) data for Banks, Industrial Banks, Credit Unions, and Savings & Loans.
Receipt System	Database used to record and receipt funds received by the agency.
Time Management	Database used to record and report time allocation to various tasks and regulated industries.
Institution Address	Database used to maintain address and contact information for institution reference and mail merge correspondence.

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Consumer Lenders	Database used to record regulated consumer lenders and produce notification acknowledgment and industry reports.
Mortgage Lenders	Database used to record regulated mortgage lenders and produce notification acknowledgement and industry reports.
Credit Union CAMEL Summary	Database used to record key credit union exam data and ratings and produce summary reports.
Credit Union Exam Follow-up	Database used to record credit union exam follow-up tasks and generate various exam related notifications and reports.
File Folder Storage & Retention	Database used to maintain file folder archive information and generate file folder labels.
Office Equipment Asset Inventory	Database used to record and track office equipment.
Deferred Deposit Lenders	Excel workbook used to record deferred deposit lenders and check cashers. Produces various reports and provides data for license certificates.
Web Content Extract	Database application used to extract data from other agency databases and generate static web site content.
Web Comments Processing	Database application used to process public feedback information from the agency's web site.
Real Estate Loans Concentration Report	Excel workbook that interfaces with Thomson Reuters Bank Insight data to produce quarterly real estate loans concentration report for state chartered Banks and state chartered Industrial Banks.
Credit Union Quarterly Monitoring Report	Excel workbook that interfaces with Thomson Reuters Bank Insight data to produce detailed quarterly monitoring reports for state chartered credit unions.

## Features Not Included

Feature	Explanation
Remote Access	Application availability is confined to the agency's office location and not web enabled or remotely accessible.

## Rates and Billing

There are no specific rates or billings associated with this product. This product and related service offering are currently being provided by the IT Director assigned to DFI. If additional resources beyond the current IT Director support are needed and approved to develop and maintain DFI databases and applications, DFI will be billed at the approved DTS rate.

Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance throughout DFI networks.	Refer to DTS Rate for Network Services.
Security	Enterprise Information Security encompasses the provisioning and management of information security services and solutions to all Executive Branch agencies.	Refer to DTS Rate for Enterprise Security.

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Enterprise Hosting Services	Enterprise Hosting Services is the management of servers, storage, backup and restore for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server and application server software.	Refer to DTS Rate for Enterprise Hosting Services.
Desktop Support	Physical replacement and maintenance of Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer). Actual purchases made by DFI.	Refer to DTS Rate for Desktop Support / Service Desk.
Application Support	The application will be supported during normal business hours. Should the agency CEO request 24x7 emergency support for a period of time the extra hours will be billable at the DTS application maintenance rate.	See DTS Approved Rate

## Ordering and Provisioning

Contact the agency IT Manager for application development, maintenance, and disposition. All pertinent service requests and problems will be documented and tracked in a DTS enterprise application known as ServiceNow.

## DTS Responsibilities

1. Understand agency business and operational environment.
2. Develop and design applications to meet business requirements.
3. Select the technologies used for each application and the best method for applying those technologies to meet the agency's needs and budget.
4. Identify technical requirements and ensure resources are available and cost effective.
5. Coordinate any contracts, agreements, purchases and other efforts in support of application development, maintenance, and enhancement processes.
6. Integrate federally provided data where applicable and ensure interoperability with Federal counterpart agencies when required.
7. Incorporate visual basic programming where feasible for task automation and process consistency.
8. Perform first round testing to ensure changes have been made correctly and that new releases are ready for acceptance testing.
9. Ensure the reliability and availability of application databases, and assist in correcting errors in the data.
10. Assist in resolving any problems that impact day-to-day operation of the applications.
11. Backup and secure the applications and databases on an established recurrent schedule.
12. Programming and unit testing of applications and interfaces to fix reported bugs.
13. Provide business consultation on problem resolutions and future technical directions that may impact agency applications and their environments.
14. Provide input, when appropriate, to business users and supervisors on system technical needs for upgrades, performance improvements, desirable re-works on application designs, and

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suggestions for solutions to bugs or enhancements.

15. Implement changes and add enhancements approved and prioritized by the agency.
16. Provide maintenance to ensure application functionality with updated operating systems and Microsoft Office Suites.
17. Work with the agency to help ensure licensing compliance on software required by the applications.

➤ Provide training on application use and feature functionality.

## Agency Responsibilities

1. Provide business requirements and business process input for application development and enhancements.
2. Assist DTS personnel in securing access to federal systems and data repositories used by the applications.
3. Responsible for user testing activities as a supplemental level of testing for business side system functionality and accuracy on all applications.
4. Costs associated with hardware needed by the applications. Hardware is defined as servers, desktops/laptops, printers, and other related peripherals.
5. Costs associated with software needed by the applications. Software is defined as product licensing of Microsoft Office Suite, Windows Operating System, and other standard desktop/laptop software tools.
6. Keep the IT Director informed on agency business issues so that applications affected by business changes can be address in a timely manner.
7. Ensure licensing compliance on software required by the applications.

## DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

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### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Database / Reporting Applications	99% During normal business hours

Times exclude those tickets in a "Pending" status waiting a known bug fix.

### Resolution Time:

Resolution time measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target – % of Tickets Meeting Priority Timelines
Low priority – 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority – 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target – % of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

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### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

#### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% satisfied

### Service Level Supplemental

Many of these unique agency applications are use to produce reports or generate invoicing at specific times during the fiscal year. DTS will insure application invoice and report processing will be completed in timely manner according to the agency's prescribe timetable.